

	 <div> <div>UAMS</div> <div>University of Arkansas for Medical Sciences</div> </div>	Weekly Report													
		4/17/2021	4/10/2021	4/3/2021	March	February	January	December	November	October	September	August	2020	2021	Aug 2020 - 2021 YTD
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	64	66	45	257	747	782	1736	2031	1596	2656	367	8386	1943	10329
	# Indexes Complete	47	50	39	203	609	626	1415	1642	1338	2041	306	6742	1557	8299
	% Indexed Complete	73.4%	75.8%	86.7%	79.0%	81.5%	80.1%	81.5%	80.8%	83.8%	76.8%	83.4%	80.4%	80.1%	80.3%
	# Indexes unreachable (Max Attempts)	17	16	6	51	136	153	314	381	238	596	26	1555	378	1933
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	26.6%	24.2%	13.3%	19.8%	18.2%	19.6%	18.1%	18.8%	14.9%	22.5%	7.1%	18.6%	19.5%	18.7%
	# Indexes Attempted calls (all completions + at least 1 attempt)	64	66	45	255	747	782	1735	2030	1597	2649	332	8343	1941	10284
	Average time from Index Received to Index Reached	0:01:44.45	0:01:38.43	0:01:17.50	0:02:10.24	0:02:05.16	0:01:57.33	0:02:16.03	0:03:40.56	0:04:41.22	0:14:20.53	0:13:37.44	0:06:56:56	0:02:36.49	0:04:54:23
	Average Index Handle Time	0:00:10:52	0:00:10:52	0:00:10:52	0:00:10:59	0:00:09:16	0:00:09:16	0:00:09:22	0:00:10:58	0:00:16:20	0:00:14:04	0:00:11:41	0:00:12:30	0:00:09:58	0:00:11:19
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	73.44%	75.76%	86.67%	76.26%	79.25%	75.32%	77.02%	76.75%	79.9%	61.9%	16.1%	73.08%	80.13%	74.64%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	100.0%	100.0%	100.0%	96.5%	97.2%	93.1%	94.5%	95.0%	98.2%	96.6%	23.2%	96.6%	99.9%	97.5%
Contacts	# contacts generated	135	165	104	631	1823	2003	4440	5275	4331	5822	967	20836	4811	25647
	# contacts generated per Index Complete	2.9	3.3	2.7	3.1	3.0	3.2	3.1	3.2	3.2	2.9	3.2	3.1	3.1	3.1
	# contacts complete	95	129	89	540	1480	1702	3799	4468	3275	3818	758	16119	3986	20104
	% contacts complete	70.4%	78.2%	85.6%	85.6%	81.2%	85.0%	85.6%	84.7%	75.6%	65.6%	78.4%	77.4%	82.9%	78.4%
	# contacts unreachable (Max Attempts + missing phone numbers)	28	24	15	72	249	255	489	769	729	1209	16	3267	640	3908
	% contacts unreachable (Max Attempts + missing phone numbers)	20.7%	14.5%	14.4%	11.4%	13.7%	12.7%	11.0%	14.6%	16.8%	20.8%	1.7%	15.7%	13.3%	15.2%
	# contact attempted (all completions + at least 1 attempt)	125	154	103	608	1728	1959	4239	5165	3886	4718	800	18809	4628	23437
	Average Time from Contact Generated to Contact Reached	0:00:45:52	0:00:49:05	0:00:14:25	0:00:38:47	0:01:16:21	0:01:18:09	0:01:16:23	0:02:50:11	0:09:51:01	1:11:51:36	0:17:12:39	0:11:46:13	0:00:56:00	0:06:39:52
	Average Contact Handle Time	0:00:03:47	0:00:03:59	0:00:05:03	0:00:04:36	0:00:03:35	0:00:03:30	0:00:03:05	0:00:04:44	0:00:12:14	0:00:15:10	0:00:09:53	0:00:08:47	0:00:04:06	0:00:06:35
	% contacts completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	71.43%	78.05%	90.82%	85.58%	81.13%	84.87%	85.27%	84.21%	74.83%	55.43%	74.18%	75.40%	84.24%	82.85%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	94.0%	93.3%	105.1%	96.2%	94.1%	96.6%	94.8%	96.1%	90.5%	69.9%	86.8%	88.5%	97.1%	85.2%
	Average Time from receipt of initial case name to full completion of all related contacts	0:01:49:06	0:03:27:33	0:01:02:37	0:03:31:53	0:04:28:43	0:03:41:58	0:03:56:41	0:06:51:05	0:17:41:43	2:07:01:49	1:11:53:23	1:14:12:07	0:03:54:26	0:22:13:40

Note: UAMS COPH was closed due to inclement weather from 2/15/2021 through 2/19/2021

Note: UAMS COPH resumed contact tracing on 1/19/2021. January data is for the period 1/19/2021 through 1/31/2021